

DDIP

24 July 1981

MEMORANDUM FOR: Chief, Customer Services Staff

FROM:

[REDACTED]
Executive Officer, ODP

STATINTL

SUBJECT: Tech Notes

Ernie:

ODP TN 14-81, dated 15 July 1981, was confusing and incomplete, at least from a non-supertech's viewpoint. The article on additional symbols for the System 6 was potentially very useful, but one key piece of information was missing - how to put a hex code '2f' (or any hex code, for that matter) into a SCRIPT file. I had to ask Rachel and Dale to find out.

Also, I find the gratuitous piece of information, "The drawer used for this size paper will be reserved for ODP Administrative use," on page 2, inappropriate for Tech Notes and potentially offensive to customers.

I suggest two things. First, issue a follow-up Tech Note on System 6 explaining how to insert hex codes in files and providing a better rationale for not supporting 8 1/2 x 14 inch paper. Second, a more careful editing of Tech Notes that keeps casual users like me in mind.

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O/D/ODP/[REDACTED]:ee/24 July 1981

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